

## Khanchna (LKK Auto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Wednesday, 1 July 2020 11:10 AM  
**To:** Khanchna (LKK Auto); Admin A  
**Cc:** Cecilia Low; Claims Dept of CTI; Alfred Toh  
**Subject:** RE: MANDATE REQUEST - YOUR REF: SNM20D200686/GBJ4794P/CECILIA - Accident Involving GBJ4794P AND SJF8266Y (TP : LKK REF - CC6/CTI20002090/Uka3) on 04/02/2020

LKK REF - CC6/CTI20002090/Uka3  
CTPIS REF - SNM20D200686C02/4(lowct)

Dear Sirs

We refer to your emails pertaining to the above matter.

Please proceed to resolve the property damage claim at \$5,350.00.

We await your payment advice to enable our Cecilia to act accordingly.

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: 65 6389 6183  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG

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**From:** Claims Dept of CTI

**Sent:** Wednesday, July 1, 2020 10:36 AM

**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>; Cecilia Low <cecilia.low@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Susan Teo <susan.teo@sg.cntaiping.com>; Albert Chua <albert.chua@sg.cntaiping.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: MANDATE REQUEST - YOUR REF: SNM20D200686/GBJ4794P/CECILIA - Accident Involving GBJ4794P (OI : CTI - TBA) AND SJF8266Y (TP : LKK REF - CC6/CTI20002090/Uka3) on 04/02/2020

Dear Sir,

Cecilia low is case handler.

Dear Cecilia,

Fya.

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents . All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). . Any inconvenience caused is much regretted

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) [63896171](tel:63896171) | M: (65) XXXX XXXX | F: (65) 6222 1033

**W:**[www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG 3 Anson Road #16-00 Springleaf Tower Singapore 079909

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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Wednesday, July 1, 2020 9:47 AM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: MANDATE REQUEST - YOUR REF: SNM20D200686/GBJ4794P/CECILIA - Accident Involving GBJ4794P (OI : CTI - TBA) AND SJF8266Y (TP : LKK REF - CC6/CTI20002090/Uka3) on 04/02/2020

Dear Sir/Madam,

We refer to the above matter and our mandate request dated 23/06/2020.

Please be informed that third party is chasing again for offer.

Your approval please.

Appreciate your kind understanding.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Khanchna (LKK Auto)

**Sent:** Tuesday, 30 June 2020 3:20 PM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Cc:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: MANDATE REQUEST - YOUR REF: SNM20D200686/GBJ4794P/CECILIA - Accident Involving GBJ4794P (OI : CTI - TBA) AND SJF8266Y (TP : LKK REF - CC6/CTI20002090/Uka3) on 04/02/2020

Dear Sir/Madam,

We refer to the above matter and our mandate request dated 23/06/2020.

Please be informed that third party is chasing for offer and wants to pass the case to lawyer to handle.

Your approval please.

Appreciate your kind understanding.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Khanchna (LKK Auto)

**Sent:** Tuesday, 23 June 2020 8:57 PM

**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Cc:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** MANDATE REQUEST - YOUR REF: SNM20D200686/GBJ4794P/CECILIA - Accident Involving GBJ4794P (OI : CTI - TBA) AND SJF8266Y (TP : LKK REF - CC6/CTI20002090/Uka3) on 04/02/2020

Your ref : SNM20D200686/GBJ4794P/CECILIA

Our ref : CC6/CTI20002090/Uka3

Dear Sirs/Madam,

We refer to the above matter.

Insured turning right but Third party moving straight (BOLA 9 (d)). Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

Hence, we seek your approval to offer Third Party repairer "KAI LIANG MOTOR SERVICE" at **\$ 5,350.00 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 11,200.30	\$ 5,000.00
2. Loss of Use (7days x \$50)	\$ 350.00	\$ 350.00 (7days x \$50)
Total	\$ 11,550.30	<b><u>\$ 5,350.00</u></b>

\*\*7 days recommendation for repair

Enclosed here with all the relevant documents for your perusal.

**Appreciate your approval please.**

**Thank you.**

***Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.***

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com) | Fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Monday, February 17, 2020 8:11 PM

**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** OUR REF: SNM20D200686/GBJ4794P/CECILIA - Accident Involving GBJ4794P (OI : CTI - TBA) AND SJF8266Y (TP : LKK REF - CC6/CTI20002090/Uka3) on 04/02/2020

Dear Cecilia,

Please revert LKK

Note : officer in charge – Cecilia 63896530.

**\*\*\* Kindly quote our reference number when replying.**

Thank you,  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Sunday, February 16, 2020 3:17 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving GBJ4794P (OI : CTI - TBA) AND SJF8266Y (TP : LKK REF - CC6/CTI20002090/Uka3) on 04/02/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SJF 8266Y at M/s Kai Liang Motor Service on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)